



# Contract Maintenance During Transition

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ACO





# Contract Maintenance During Transition

## Purpose:

Provide an understanding of the transition process for the present contract (1.0) and T-NEX and how the two relate as we wind down one and stand up the other in the region



# Contract Maintenance During Transition (cont)

Transition = Develop plan to hand off responsibilities from one contractor to another

Start of Health Care Delivery (HCD) = Day T-NEX Contractor begins performing tasks

Close Out: Process starts day contract ends.  
Put 1.0 in order and make ready for 6 year  
3 month file retention after final payment



# Players for Transition to T-NEX

TMA, Primary Contracting Officer  
TRICARE Regional Office, Administrative  
Contracting Officer

MTF Contracting Officer's Representatives

- Commanders

- Clinical Chiefs (Resource Sharing/Support over site)

- Other MTF technical staff, as required

TriWest Healthcare Alliance, and Sub-  
Contractors



# Contract Transition

When do Different functions begin?



# Contract Transition

## 1.0 Transition Requirement:

Fifteen (15) days after notice of T-NEX award the outgoing contractor shall meet with Incoming Contractor, Lead Agent and Contracting Officer

PCO

ACO

Lead Agent, and Representatives of his choosing  
TriWest, sub-contractors and Reps of their choosing  
T-NEX Contractor and sub-contractors



# Contract Transition

Within 30 days of T-NEX award meet with TMA, LA, MTF and incoming contractor representatives to develop plan to phase out the following:

- Resource Sharing Agreements

- Resource Support Delivery Orders

- TSC and MTF interface activities



# Contract Transition

## Plan to Phase Out: (cont)

- In-system delivery networks

- TRICARE Service Centers

- Health Care Finder functions

- Catchment area-specific quality mgmt programs

- Utilization management program

- Staffing level requirements and other resource needs for each operational function above.

- Lead Agent and MTF Interface Activities

- Contract Transition (cont)





# Contract Transition

Plan needs to include minimizing impact on MTF and TSC operations

Discuss personnel and equipment overlap

MTF Space for the overlap

TSC personnel

Other Contractors (Appointment Making) outside of the MCSC invite to be part of the planning group

Start to write MOUs between the MTF and different contractor

MTFs go to their services for and assistance

Plan due 10 days after scheduled meeting



# Contract Transition

## Other issues to work

Transfer patients that are inpatient at 0001 hours on the first day after expiration date of this contract.

Remaining Claims for health care rendered prior to the start of Health Care Delivery but not submitted to outgoing contractor prior to the start of T-NEX



# Contract transition

Bid-Price Adjustment for claims processed to completion no later than the 8<sup>th</sup> month following the day contractor is responsible for the delivery of health care services



# Contract Transition

All players (TMA, LA, MTF, Services, Contractors, etc) to determine transition monitors

After T-NEX award, usually meet weekly until start of T-NEX Health Care Delivery

Still must focus on 1.0 contract performance

# 1.0 Train





# 1.0 TRICARE Train

1.0 Train: On the TRICARE track since 1996.

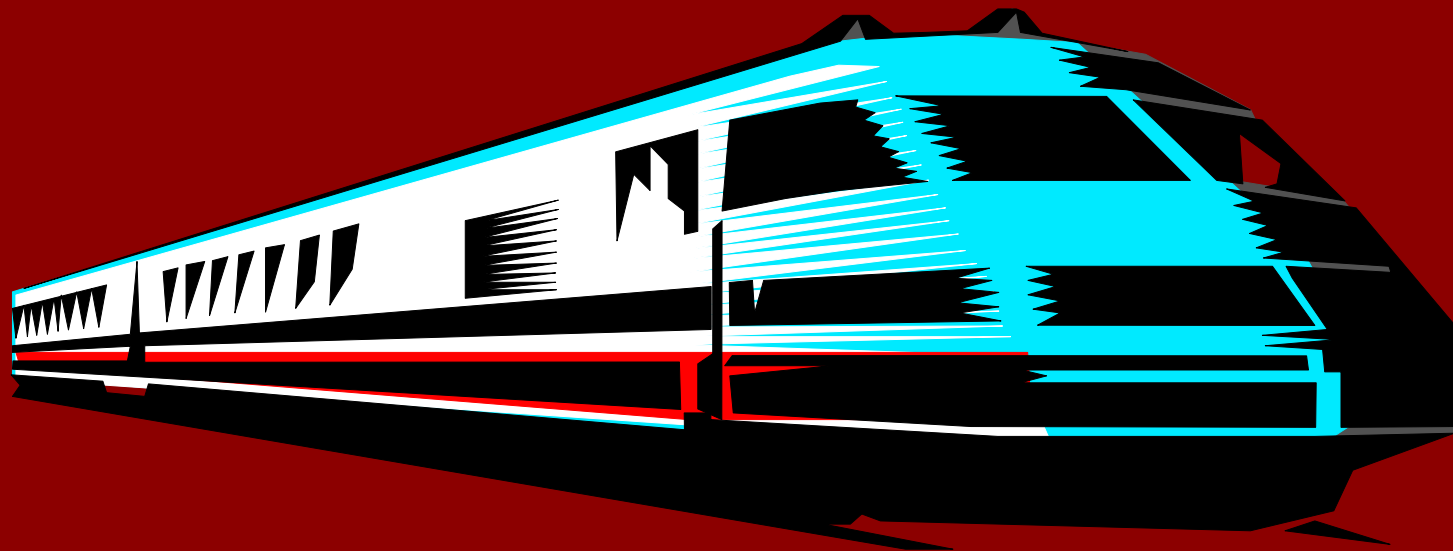
Not Scheduled in Station House for  
Dismantling  
until 2004





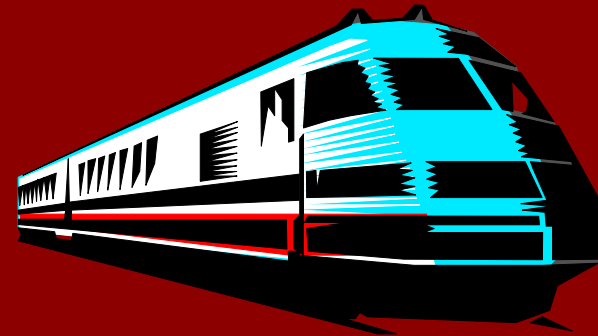
# T-NEX Train

T-NEX Train: In Manufacturer yard being built



# T-NEX Trains

T-NEX Train:



## Placed on siding for loading

Train 1. Region 11: 1 June 2003  
Train 2. Region 9/10: 1 Sept 2003  
Train 3. Region 7/8: 1 Dec 2003  
Train 4. Region 12: 1 Sept 2003  
Train 5. Alaska: 1 Sept 2003

## Leaves the station

1 April 2004  
1 July 2004  
1 Oct 2004  
1 July 2004  
1 July 2004





# 1.0 TRICARE Train

## 1.0 Train is Running down the track

TriWest is responsible for all contract functions through 30 Sept 2004. The Government and TriWest can't uncouple any cars from the train before T-NEX Health Care Delivery

Engine: 1.0 Contract

Coal Car: Network

Passenger Car: Working Referrals

Passenger Car: Booking Appointments to the MTFs

Dining Car: Stop Paying Claims

Baggage: Dismantle TSCs

Lounge Car: Enrollment, PCM Assignment, Case Management

Sleeper Car: CAEC meetings, MOUs, etc

# Problem if both trains are on same track

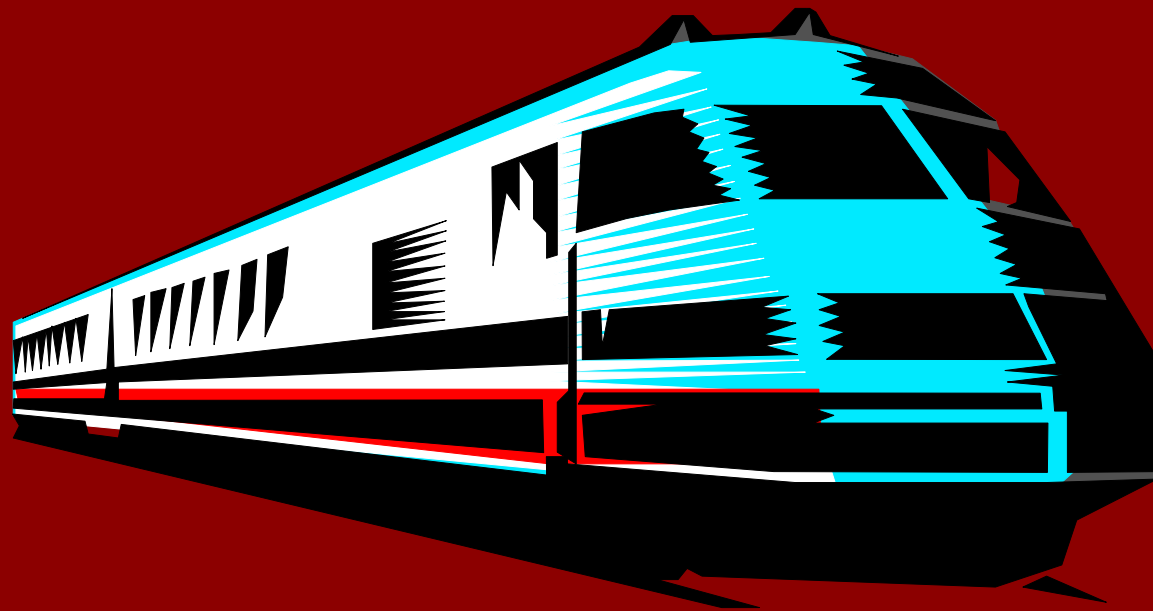
If you don't pay attention to 1.0, and  
focus only on T-NEX 1.0 may be a  
Train wreck, or vice versa





# T-NEX Train

Load the Train on siding. 1 Dec 03





# Plan Transition of overlapping requirements

Contractors and Commander Develop a plan to minimize disruption of services

## TriCare Service Centers (TSC)

TriWest is working up to the end of the contract

New Contractor is setting up the TSC

- Installation of Phone lines

- Installation of and Equipment

- Installation of Furniture



# Plan Transition of Overlapping Requirements

## TSC Impact at End of Transition:

Training of TSC and Appointment  
Making Staff

Working with Multiple Contractors

MTF may have to think through issue of  
duplicate space for short period of time

Work MOUs with various contractor



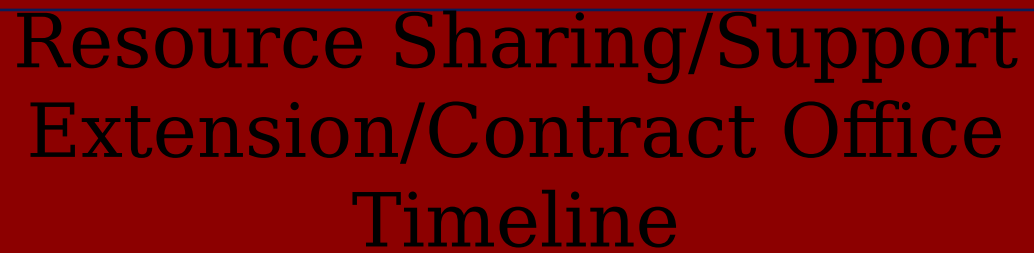
# Transition of Resource Sharing and Support

Business Plan will identify requirements

Determine Resource Sharing and Support positions that will continue after 1.0

Prepare documents and forward to appropriate approval level and contracting offices

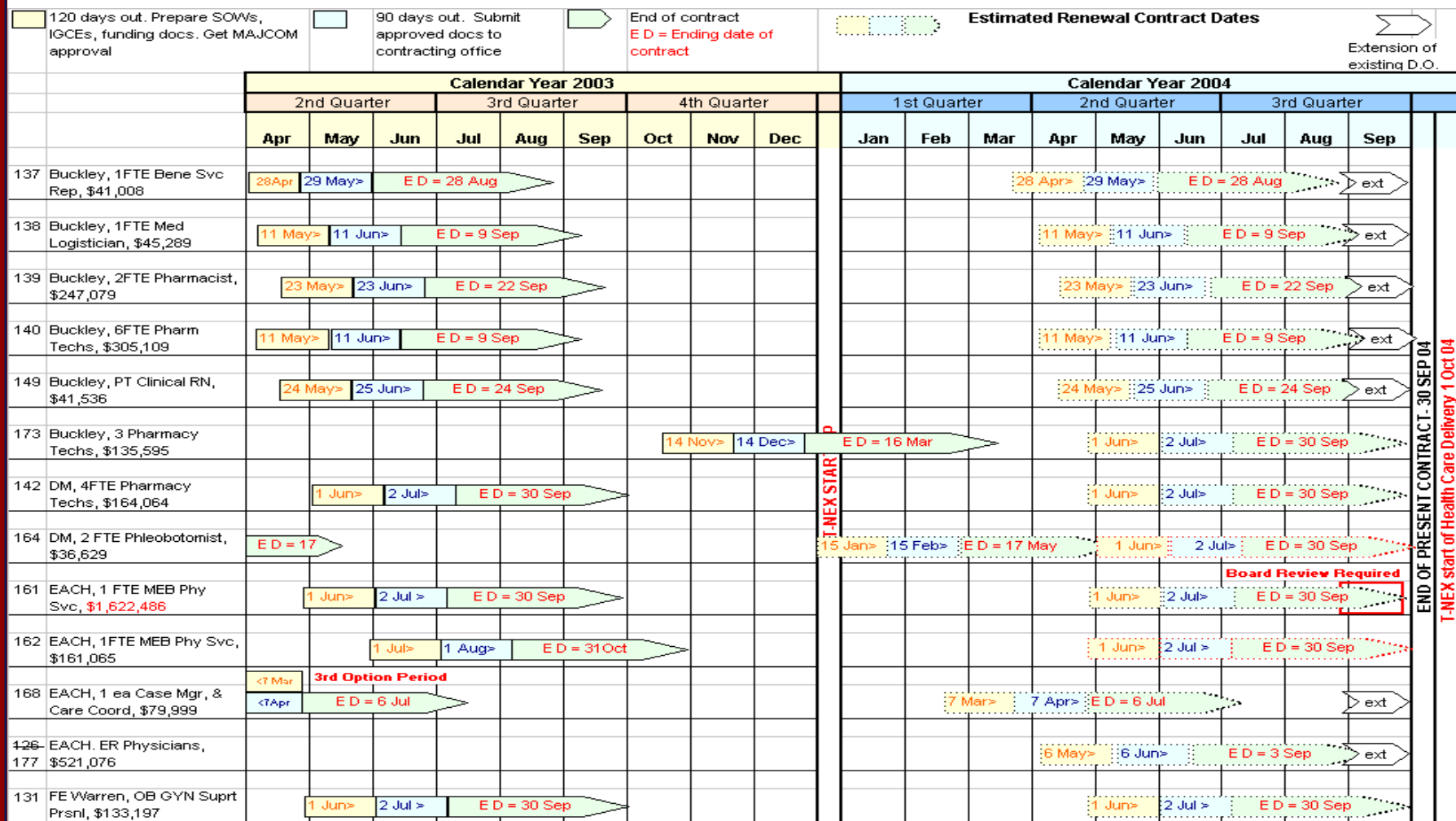
Determine timelines so no break in service



## DoD Health Services, TRICARE Central Region



# Sharing/Support Contract Process Lead





# 1.0 Close out

## 1.0 Train on siding for dismantling, October 2004





# 1.0 Dismantling Crew

TMA, Primary Contracting Officer

Lead Agency, Administrative Contracting Officer

MTF Contracting Officer's Representatives

Resource Managers, (De-obligations, Contractor Claims)

Clinical Chiefs (Resource Sharing/Support over site)

Commanders and other MTF technical staff



# Prepare Contract Documents for Storage

## TMA Primary Contracting Officer

Is the Closeout Team Lead

Resolves REA/Claims (if any)

Responsible for ensuring total payment of contract

May require assistance from COR, MTF staff, LA staff, etc.



# Prepare Contract Documents for Storage

## Administrative Contracting Officer (ACO)

- Ensure all original documents are collected from MTF CORs in the Region

- Compiles LA Task contract documents for retention

- Gather data concerning REAs/Claims for delegated tasks and forward to PCO

- Help monitor return of GFP and removal of (1.0) contractor property



# Contract Close Out (cont)

ACO,

Ensure final payment and closeout Resource  
Support Delivery Orders

Send Closed Resource Support and Sharing  
Agreements to File Retention

Have CORs shred 1.0 BAFO and remaining  
documents not for contract retention



# Store Contract Documents

When TW and the PCO certify that all payments have been made contract is considered closed

TMA is Responsible Party for gathering together all documents and Retention of Files

Retention of 1.0 Contract Documents  
6 years 3 months after final payment